HOUSEKEEPING & VOLUNTEER COORDINATOR

Role Purpose:

The Housekeeping & Volunteer Coordinator supports the Abbey Manager in the day-to-day coordination of housekeeping, volunteers and on-site services at The Abbey. The role focuses on practical coordination, communication, and hands-on support to ensure The Abbey operates smoothly and offers a warm welcome to all guests and visitors, in line with The Abbey's core purpose as a retreat/spiritual centre.

Our volunteers come from all over the world, and their contribution is highly valued. As a top-rated host, the Abbey Manager is committed to working closely with the coordinator to ensure a positive, well-supported volunteer experience.

This is a coordinating and support role. Overall management, formal processes and operational leadership remain the responsibility of the Abbey Manager.

When the Abbey Manager is on leave, the postholder will provide cover, in accordance with established policies and procedures.

Key Terms and Conditions:

- Reporting to The Abbey Manager
- 1 February 2027
- Contract for minimum 3 months, maximum of 12 months, extendable by agreement
- 25 hours - 5 days a week / 2 days off per week (flexibility needed)
- Willing to work weekends as part of the regular working hours, with Saturdays being a standard working day and Sundays required occasionally
- Holiday – 28 days + UK statutory days
- Salary – £12.71/hour + full board

Key responsibilities:

Coordinating volunteers

- Support volunteers through clear onboarding, induction and daily guidance**,** ensuring they understand tasks and feel confident in their role.

- Train new volunteers when they arrive**,** supporting their induction and familiarisation with routines and daily organisation
- Ensure clear communication and understanding of responsibilities
- Contribute directly, as needed, to housekeeping, catering, and basic maintenance tasks
- Ensure volunteer meals are organised by coordinating volunteers responsible for preparing meals for the team and making sure suitable food and ingredients are available.
- Encourage volunteers to eat together where possible and participate in shared mealtimes**,** supporting inclusion and connection.
- Foster a positive, respectful and cooperative atmosphere among volunteers, ensuring individuals feel welcomed, understood and encouraged to take part.
- Act as a friendly, approachable point of contact for volunteers, helping to ensure they have a positive and rewarding experience during their time at The Abbey.

Supporting day-to-day operations

- Welcoming guests on arrival, showing them around and ensuring they feel at home during their stay.
- Being available and approachable throughout retreats and events, attending to guests' needs and responding to requests in a friendly and helpful manner.
- Helping prepare bedrooms and communal areas ahead of arrivals, ensuring they are clean, tidy and welcoming.
- Maintaining high standards of cleanliness, presentation and hospitality throughout the site.
- Anticipating guests' needs and taking the initiative to resolve practical issues as they arise.
- Checking housekeeping and hospitality supplies regularly and reporting any shortages.
- Working closely with the volunteer team to coordinate daily tasks.
- Liaising with the Abbey Manager to ensure the site, accommodation and team are properly prepared for upcoming bookings and activities.
- Following all relevant policies and procedures, including health and safety, fire safety and safeguarding.

Building oversight and Health & Safety cover

- Support the safe, secure, and well-maintained operation of the building on a day-to-day basis.
- During periods when the Abbey Manager is on leave or not on site, act as the designated point of contact for Health & Safety, ensuring compliance with existing policies, completing routine checks, and escalating any concerns appropriately.

Safeguarding and incident reporting

- Immediately report any unusual, concerning or inappropriate behaviour by volunteers, guests or visitors to the Abbey Manager or to the trustee in charge of safeguarding if the Abbey Manager is on leave.
- Promptly report any accidents, incidents, near-misses, or issues affecting safety, wellbeing or the operation of the Abbey.

Skills and experience we're looking for

- Experience coordinating people, volunteers or services in a hospitality, residential, charity or similar setting
- A practical, hands-on approach and willingness to support a wide range of tasks
- Good organisational and communication skills
- Ability to respond calmly and effectively to day-to-day issues, escalating appropriately to the Abbey Manager
- Flexibility and resilience in a varied role
- Ability to live and work on site in modest accommodation and a moderately remote setting
- Commitment to personal wellbeing and maintaining healthy professional boundaries
- Someone who enjoys spending time with others and building positive working relationships
- A naturally welcoming, inclusive and communicative approach
- Confidence engaging with people from diverse backgrounds and helping them feel at ease
- An understanding that this is a people-focused, live-in role and not suited to someone who requires long periods of solitude
- A genuine appreciation of the contribution volunteers make and a commitment to supporting their wellbeing and experience

What will this position offer you?

- An active, varied, and engaging role supporting the day-to-day running of The Abbey
- Development of skills in coordinating volunteers and assisting with events or retreats
- Guidance and support from the Abbey Manager and Board of Trustees
- A meaningful role contributing to a valued charity project
- The opportunity to work and stay in a beautiful, unique setting and to meet people from all walks of life
- Personal and professional development opportunities
- A work reference for those who complete at least three months successfully
- The chance to support a worthwhile cause and make a positive impact
- Opportunity to join the weekly meditation offered at the Abbey on Wednesdays